Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Community and Culture	88	1	89
	37	1	38
Customer Company Total	88	1	89
	37	1	38

Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Community and Culture	88 13	1 0	89 13
Customer Company Total	88 13	1 0	89 13

Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents		
Customer Company	**Bottom Number -Average time in hours**		
	Low	**Medium**	**ATTIR Total**
Community and Culture	88	1	89
	0.58	0.00	0.57
Customer Company Total	88	1	89
	0.58	0.00	0.57

Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Resolution		
	Low	Medium	MR Total
Community and Culture	88 5	1 0	89 5
Customer Company Total	**88 5**	**1 0**	**89 5**

Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**		
	Low	**Medium**	**ATTR Total**
Community and Culture	88 1.46	1 0.00	89 1.44
Customer Company Total	88 1.46	1 0.00	89 1.44

Community and Culture

Detail

INC000000206487	Paul Kroff	None	None	None		TIR Missed: No	TIR:	0.58
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	11.44
INC000000209158	Jeffery Fullmer	PC/Laptop	None	None		TIR Missed: No	TIR:	0.51
	Metro D North Desktop Support	Neil Smedley	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000211515	Lisa F Nelson	None	None	None		TIR Missed: No	TIR:	0.22
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.35
INC000000212142	Leah Garrett	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	3.50
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: No	TTR:	3.50
INC000000212665	Matt McClain	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.07
	Voice Operations	Annette Nielsen	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000212928	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000213077	Kathy Kirtz	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000213259	Kathleen Bourne	Remote Connectivity	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000213601	Juan Lee	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	8.34
INC000000213636	Justin Hudspeth	Application	Error	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000213642	Rosalinda Tsosie	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000213669	Lynette Lloyd	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed: No	TTR:	4.23
INC000000213850	Kristen Stehel	Software	Application	Adobe Acrobat 9.0 Pro		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000213852	Mary Ellen Martinez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000214144	Claudia Lowder	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000214180	Glenna Matekel	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.51

Community and Culture

Incident	Name	Type	Category	Item	TIR Missed	TTR Missed	Priority	Status		TIR/TTR
INC000000214355	Sandra Andrus	Application	Error	None	TIR Missed: Yes				TIR:	1.98
	Metro B Hosting	Paul Engberson	Community and Culture		Low	Closed	TTR Missed: No		TTR:	2.68
INC000000214396	Ronald Rood	Application	Password	Novell GroupWise	TIR Missed: No				TIR:	0.00
	Metro B Help Desk	Sandy Kaszowski	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.18
INC000000214492	Craig Webb	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.07
INC000000214721	Forrest Cuch	Application	None	Novell GroupWise	TIR Missed: Yes				TIR:	2.13
	Capitol Hosting	Jill Berman	Community and Culture		Low	Closed	TTR Missed: No		TTR:	3.28
INC000000214774	Alycia Aldrich	None	None	None	TIR Missed: Yes				TIR:	2.60
	Metro B Desktop Support	Matthew Blunk	Community and Culture		Low	Closed	TTR Missed: No		TTR:	2.62
INC000000214870	Colleen Eggett	Application	Error	None	TIR Missed: Yes				TIR:	1.07
	Application Support	Michael Brown	Community and Culture		Low	Closed	TTR Missed: No		TTR:	3.31
INC000000215049	Jill Mecham	PC/Laptop	Performance	None	TIR Missed: No				TIR:	0.09
	Metro A Desktop Support	Burton Brown	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.09
INC000000215294	Jeffery Fullmer	Network	Incident	None	TIR Missed: Yes				TIR:	6.31
	Network Operations	Kelli Okumura	Community and Culture		Low	Closed	TTR Missed: Yes		TTR:	6.31
INC000000216046	Sandra Andrus	Application	None	Novell GroupWise	TIR Missed: No				TIR:	0.12
	Metro B Help Desk	Val Shepherd	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.66
INC000000216244	Juan Lee	Application	None	Adobe Contribute	TIR Missed: No				TIR:	0.86
	Metro B Desktop Support	Matthew Blunk	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.86
INC000000216359	Linda Oda	Application	Error	Adobe Reader	TIR Missed: No				TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.00
INC000000216562	Rhonda Wilkinson	Application	None	Utah Master Directory	TIR Missed: No				TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.03
INC000000216717	Linda Oda	PC/Laptop	None	None	TIR Missed: No				TIR:	0.00
	Metro D Help Desk	Doug Brown	Community and Culture		Medium	Closed	TTR Missed: No		TTR:	0.00
INC000000216744	Kathy Kirtz	Application	Reporting	BlueZone	TIR Missed: No				TIR:	0.38
	Metro B Help Desk	Val Shepherd	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.38
INC000000216760	Kathy Kirtz	Application	Reporting	BlueZone	TIR Missed: No				TIR:	0.24
	Metro B Help Desk	Val Shepherd	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.24
INC000000216771	Kathy Kirtz	Application	Reporting	BlueZone	TIR Missed: No				TIR:	0.10
	Metro B Help Desk	Val Shepherd	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.10
INC000000216796	Kathy Kirtz	Application	Reporting	BlueZone	TIR Missed: No				TIR:	0.29
	Metro B Help Desk	Val Shepherd	Community and Culture		Low	Closed	TTR Missed: No		TTR:	0.29

Community and Culture

Incident	Name	Category	Type	System			TIR Missed		TIR
INC000000216808	Jill Mecham	PC/Laptop	None	None			TIR Missed: No	TIR:	0.05
	Metro A Desktop Support	Burton Brown	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.41
INC000000216858	Eva Salazar	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000217150	Rosalinda Tsosie	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000217417	Jonathan Hardy	Application	Password	Utah Master Directory			TIR Missed: No	TIR:	0.15
	Help Desk	Eileen Dubach	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.15
INC000000217522	Jen Parsons-Soran	Network	Incident	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.08
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low		Closed	TTR Missed: Yes	TTR:	16.73
INC000000217532	Rosalinda Tsosie	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000217725	Jean Irwin	PC/Laptop	Hardware	None			TIR Missed: Yes	TIR:	5.42
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low		Closed	TTR Missed: No	TTR:	5.42
INC000000217819	Ashley Tolman	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.06
INC000000217996	Linda Oda	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.09
INC000000218036	Douglas Livsey	None	None	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Dolly Price	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000218114	Douglas Livsey	None	None	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Dolly Price	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000218230	Paul Kroff	Application	Reporting	Microsoft Office Professional 20			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.42
INC000000218263	Tony Mirabella	Application	Reporting	Microsoft Office Professional 20			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.41
INC000000218328	Rhonda Wilkinson	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.05
INC000000218640	Linda Roholt	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.60
INC000000218679	Debbie Reese	Application	None	Microsoft Office Professional 20			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000218988	Jen Parsons-Soran	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.24

Community and Culture

Incident	Name	Type	Category	System		TIR Missed	TIR
INC000000219231	Pam Bradford	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: No	TTR: 2.26
INC000000219343	Linda Oda	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Sandy Kaszowski	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000219418	Melinda Simpson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000219421	Linda Oda	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000219422	Lani Nisbet	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000219731	Craig Fuller	Application	Reporting	Microsoft Access		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000219779	Craig R Miller	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.07
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000219934	Jimmy Glenn	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.09
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.40
INC000000220187	Jill Mecham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Sandy Kaszowski	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000220202	Faun Jackson	Network	Virus	None		TIR Missed: No	TIR: 0.26
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.69
INC000000220730	Amanda Rock	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Sandy Kaszowski	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000220737	Douglas Livsey	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000221131	Don Hartley	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 5.39
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 5.39
INC000000221133	Amanda Rock	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000221199	Nelson Knight	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 14.05
INC000000222322	Dean Budinger	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000222735	Michael Johnson	Software	None	None		TIR Missed: No	TIR: 0.08
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.10

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Incident	Name	Category	Type	System	TIR Missed	TIR		
INC000000223335	Laura Garcia	EIS Hardware	None	None	TIR Missed: Yes	TIR:		1.79
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	1.90
INC000000223615	Alycia Aldrich	Application	Error	Action Request System	TIR Missed: No	TIR:		0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000223649	Nelson Knight	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	TIR:		5.68
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	5.68
INC000000223925	Jean Irwin	PC/Laptop	Hardware	None	TIR Missed: No	TIR:		0.62
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.64
INC000000223950	Sherman Roquiero	Network	Error	None	TIR Missed: Yes	TIR:		1.70
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	1.71
INC000000224363	Mary Ellen Martinez	Application	None	Novell GroupWise	TIR Missed: No	TIR:		0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000224496	Kristen Rogers	Application	Password	Utah Master Directory	TIR Missed: No	TIR:		0.00
	Help Desk	James Stearns	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000224514	Jeffery Fullmer	Application	Reporting	Novell GroupWise	TIR Missed: Yes	TIR:		1.73
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	1.73
INC000000224547	Carol Edison	Application	Error	None	TIR Missed: No	TIR:		0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	5.38
INC000000224674	Jinnie Edgar	Application	Reporting	None	TIR Missed: Yes	TIR:		3.34
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	3.34
INC000000224721	Katie Woslager	Application	Error	Novell GroupWise	TIR Missed: No	TIR:		0.32
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000224956	Roxanne Graham	PC/Laptop	Error	Microsoft Windows XP Profess	TIR Missed: No	TIR:		0.00
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000224969	Jean Irwin	Network	Performance	None	TIR Missed: No	TIR:		0.74
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	1.40
INC000000224986	Roxanne Graham	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR:		0.00
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000225376	Jinnie Edgar	Application	Error	PGP	TIR Missed: No	TIR:		0.00
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	2.18
INC000000225607	Philip Notarianni	Application	Error	State Payroll Time Entry Syste	TIR Missed: No	TIR:		0.48
	Help Desk	Brenda Treadway	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.48
INC000000225928	Kimberley Schmeling	Application	Error	State Payroll Time Entry Syste	TIR Missed: No	TIR:		0.48
	Help Desk	Brenda Treadway	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.49

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INC000000226122	Jesse Soriano	None	None	None		TIR Missed: No	TIR:	0.58
Metro A Desktop Support		Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	1.96
INC000000226279	Jean Irwin	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000226289	Clayton Fulton	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.79
Metro A Desktop Support		Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.81
INC000000226456	Clayton Fulton	None	None	None		TIR Missed: No	TIR:	0.00
Application Services		Ken Wheeler	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000226485	Jane Van Wagoner	None	None	None		TIR Missed: No	TIR:	0.25
Help Desk		Sarah Johnson	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.25